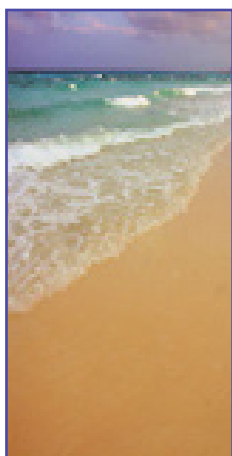
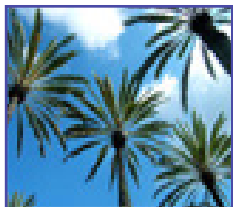


# The Human Touch

Utah Department of  
Human Services  
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Salt Lake City, 84103  
801.538.4001  
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hs.utah.gov



*Wish you  
were here!*

## In This Issue:

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2. OPG Holiday Gift Drive p.3
3. Training Tidbits p.4
4. Youth & Yarn p.6
5. Employee Postcards p.7

**and much more!**

## Director's Message



Lisa-Michele Church,  
Executive Director

I appreciate all of you that answered the employee survey – “Your Opinion Counts!” We received fascinating feedback and you gave us some excellent comments and suggestions. A whopping 83% of employees were satisfied with their job. But you also raised the high turnover rate, high workload and continuous program changes as big concerns. You will be seeing me address many of the items raised when I write my column for the next few Human Touch issues. Let’s have an ongoing dialogue to address issues you brought to my attention such as: developing supervisory skills, assisting with “workload overload”, considering tuition assistance, training, day care and other issues. Thank you for your participation in that survey.

Stay warm!

Here we are starting the new legislative session already! Hot topics that I am following for our Department involve 1) compensation, 2) keeping ORS funding intact, 3) the disabilities waiting list, and 4) drug treatment efforts. I am very proud of the outstanding advocacy skills being shown by our directors as they testify at committee hearings. Among others, Mark Brasher has done a great job of explaining some controversial bills and Dan Maldonado has answered some tough questions about juvenile justice issues.

As you watch the legislative session unfold you will hear me brag about the good work being done by DHS employees. I will be explaining that we need them to pass the Governor’s budget request for a 3.5% cost of living salary adjustment and for a 2.5% discretionary salary increase. If funded these requests would give us some flexibility in addressing the compression issues that are existing throughout our agency.



## Duane Betournay Named DCFS Director

*Carol Sisco*

**D**uane Betournay was named Utah Division of Child and Family Services Director following a Jan. 11 announcement that Richard Anderson is retiring to serve an LDS Church Mission.

Betournay's appointment is effective Feb. 15, according to Human Services Director Lisa-Michele Church who said Anderson will work closely with his replacement to assure a smooth transition.

"We must do all we can to maintain positive outcomes for children and families during this time of transition for DCFS," Church said. "Duane Betournay will continue that progress and provide strong leadership for an excellent child welfare system."

Betournay spent many years in DCFS building community partnerships, reaching out to clients and helping DCFS become more responsive to individual parents and children who need help, Church said.

"I am confident in Duane's abilities to balance the difficult demands placed on this agency while always remembering we are here to protect children," she continued. "Duane is especially talented at listening to community leaders."

Anderson, a 33-year Human Services employee, has been DCFS director since 2001. Originally an English major, Anderson learned about social work while serving an LDS mission on the Navajo Reservation. He quickly earned a social work degree and began his career as a rural caseworker in Tooele.

Betournay has been a state employee for 28 years, most recently as a deputy director in DCFS and previously as their Constituent Services Director.

"Children are safer than ever before in our system and our workers are better trained and really understand their jobs," he said. "We're already working on citizen and community involvement in DCFS and we need to continue building on that."



# The Human Touch

## Connect with the 2007 Legislature

*Dwayne Baird, Legislative Liaison*



Utah State Capital

**H**ave you ever wondered what goes on up on Capital Hill during the legislative session? I think all of us are concerned about what the Legislature might do to impact our professional and personal lives.

My name is Dwayne Baird and I am the Department's Legislative Liaison. It is my responsibility to be informed about what the men and women of the House of Representatives and Senate are doing to pass laws that govern how, and sometimes why, we do business.

The session begins January 15th and goes for 45 calendar days until February 28th.

You may say to yourself, "How can I know what the Legislature is doing?"

The answer is easy. You can know what they are doing by just logging onto their Web site at [www.le.utah.gov](http://www.le.utah.gov)

Personally, I find the law-making process fascinating.

Legislators, for the most part, are just common folks like the rest of us. They have been elected to serve their constituents. I find that most of them want to do the right thing by helping govern this State so that all of us may enjoy the benefits of living in Utah.

Contact information: Email [dabaird@utah.gov](mailto:dabaird@utah.gov) or call (801) 538-4462.



## Guardian Angel Project Holiday Gift Drive

*Lori Bays, Director, Office of Public Guardian*

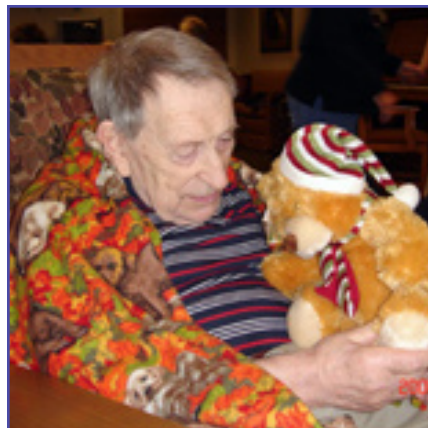
The response was overwhelming to the first Office of Public Guardian's holiday gift drive. Our goal was to collect one gift for each of our 230 clients who would otherwise not receive anything during the holidays. We were able to do that and then some! Several of our most needy clients received multiple gifts of items such as new clothing, bedding and shoes.

In collecting donations for the Guardian Angel Project Holiday Gift Drive, we not only collected donations from the wonderful individuals & businesses in our community, we also partnered with the Utah State Hospital Forgotten Patient Project, Salt Lake County Aging Services Giving Tree Program, Danville Services Sub for Santa Program and Home Funding.

We were able to provide some clients with special requests we would have never been able to without the generosity of our donors. For example, Jay received the fishing pole he's been hoping for; Sam not only got new clothes & bedding, but also a chair for his room; and Evelyn received a beautiful pink quilt for her bed (her favorite color!). I am also very proud to say that we were able to raise enough money to have the adaptive communication device or "talk box" repaired for a young man named Ricky, who cannot otherwise communicate with others.

In case you are not aware, OPG provides guardianships, conservatorships and related alternative services to mentally incapacitated adults with limited financial resources who have no responsible, willing and able family or friends to serve as their legal decision maker. Individuals are at risk for abuse, neglect and/or exploitation without this service.

Thank you to all DHS employees who donated to the Guardian Angel Project Holiday Gift Drive. Your gift has made it a wonderful holiday season and a much happier new year for the very special clients of the Office of Public Guardian.



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## New PARC Opens January 8, 2007



Wish you were here at the Physical Activity Recreation Center in the DHS Administration building!



## Training Tidbits

"Exercise" is one of the most common New Year's resolutions. This year, we challenge you to meet this goal early on with training and advanced learning - exercise your mind! Below are upcoming training opportunities supported by the department:

### 2nd National Conference on Methamphetamine, HIV, and Hepatitis

February 1-3, 2007

Salt Lake City Hilton City Center

Salt Lake City, Utah

For additional/registration information visit [www.methconference.org](http://www.methconference.org). Note: Registration fees apply.

### Generations Conference

April 19-20, 2007

Salt Lake City Hilton City Center

Salt Lake City, Utah

For additional/registration information contact Tia Korologos at ESI Management Group, 801-501-9446, [tia\\_esimgt@msn.com](mailto:tia_esimgt@msn.com). Note: Registration fees apply.

### Annual Crime Victims Conference: The Power of One. The Strength of Many.

April 26-27, 2007

South Towne Exposition Center

Sandy, Utah

For additional/registration information contact Jennifer Menteer, [jmenteer@utah.gov](mailto:jmenteer@utah.gov), 801-238-2360. Note: Registration fees apply.

## Word of Mouse:

### Online Training Calendars:

Interested in learning about other training and conferences? Visit the department training website, [www.hstraining.utah.gov](http://www.hstraining.utah.gov).

The website details calendars for division specific training, general human resource training and in-state department supported conferences.

**Old minds are like old horses;  
you must exercise them if you wish to  
keep them in working order."**

*John Quincy Adams, Sixth president of the  
United States (1767-1848)*

## Family Links Conferences

### Southeast Region

March 24, 2007

Monument Valley, Utah

For additional/registration information contact Jackie Pierce, 801-272-1051, 800-468-1160, [jackie@utahparentcenter.org](mailto:jackie@utahparentcenter.org) or visit [www.utahparentcenter.org](http://www.utahparentcenter.org). Note: Registration fees apply.

### Northern Region

April 13-14, 2007

Sandy, Utah

For additional/registration information contact Jackie Pierce, 801-272-1051, 800-468-1160, [jackie@utahparentcenter.org](mailto:jackie@utahparentcenter.org) or visit [www.utahparentcenter.org](http://www.utahparentcenter.org). Note: Registration fees apply.

### Southwest Region

April 27-28, 2007

St. George, Utah

For additional/registration information contact Jackie Pierce, 801-272-1051, 800-468-1160, [jackie@utahparentcenter.org](mailto:jackie@utahparentcenter.org) or visit [www.utahparentcenter.org](http://www.utahparentcenter.org). Note: Registration fees apply.



# The Human Touch

**Are you aware of a training or conference that we don't have listed? If so, please notify Elizabeth Sollis, [esollis@utah.gov](mailto:esollis@utah.gov), 801-538-4275. You may also submit events online on the training calendars, [www.hstraining.utah.gov](http://www.hstraining.utah.gov).**



# The Human Touch

## Readers Respond to December's Human Touch - Thanks!

"This was a great newsletter. I really enjoyed reading about all that is done on a daily basis. What a team!! I am proud to be a part of it all." Christine Nguyen, DSPD

"Your best effort ever!" Brian McGuire, OFO



"Brava!!! Nicely done!!!! It lends true meaning to the work we do to serve the people of Utah, and renews my hopes and efforts in this regard!" Chuck Bruder, DSPD

All feedback, thoughts and ideas are welcomed each and every month. Send to Donna Russell, DLRussell@utah.gov

## The Limelight - Recognition Cycle Tip

Experiment, learn, and improve!

- \* Plan: Commit to a recognition activity.
- \* Do: Perform the recognition activity.
- \* Review: Assess how well the recognition activity worked.
- \* Improve: Refine the recognition activity to make it even better the next time.

More tips at The Limelight webpage: <http://www.hsemployees.utah.gov/limelight/index.html>

## Outstanding Holiday Lighting Display

**P**rovo - The Utah State Hospital was recognized by Provo City Council for "Outstanding Holiday Lighting Display." The neighborhood nominated the hospital to receive the award.

"We have a beautiful campus and during the winter we light up the trees on Center Street, put Holiday greeting flags on the light poles and wreaths on the main building," said Dallas Earnshaw, Superintendent. "It is very festive for the patients, their families and our neighbors."



Photos by Krishna Yellapragada

## Youth and Yarn

*Lisa Schauerhamer, Juvenile Justice Services*

**West Valley City** – Each Wednesday afternoon for the past 10 years, youth and yarn have come together at Decker Lake's long-term secure-care facility because of volunteer Thelma Patton. This petite 87-year-old woman teaches the toughest kids to make soft blankets for Primary Children's Medical Center and other charity efforts.

Thelma comes faithfully each week with her bag of yarn. She teaches the boys to crochet blankets, afghans, hats and scarves.

"Kind of an old lady thing," one boy said. But, once they get past the first few stitches, most of them like it. They're good too with some earning blue ribbons at the county and state fairs for their work.

The kids said they can't believe someone who doesn't know them cares enough to take the time with them. They are proud of their creations.

"It is something cool to do," one youth said as he spread out an almost finished blue afghan, a gift for his grandmother. These unique restitution projects are given to friends, family members and community agencies.

Yarn is needed. The boys in Decker Lake will put it to good use each Wednesday afternoon when Thelma comes to work with them, as she has done for 10 years.

Contact Lisa Schauerhamer if you have yarn to donate. Several programs have volunteers teaching youth to knit and crochet. Email: lschauer@utah.gov or (801) 538-4086.



# The Human Touch

## Care and Share Food Bank Wins Volleyball Tournament

**Cedar City** - Southwest Utah and Iron County Youth Center staff turned their January team meeting into 278 pounds of non-perishable food items donated to Iron County's Care and Share food bank.

"The first Wednesday of every month we get all the staff together for a combined team meeting," said Jill McKinlay, Assistant Program Director. This is an opportunity for all employees: supervisors, kitchen workers, maintenance, office, teachers, home detention counselors, program administrators and case managers to get together for team building and boosting staff morale.

Each month a different unit hosts and plans the activity, training or event. Rashell Stubbs and Angela Chadburn, counselors in the Long Term Unit came up with the idea to use a Volleyball Tournament to collect donations to the Care and Share food bank. They knew supplies were used up quite frequently during the winter and thought giving back to the community as a facility would be a great way to start the New Year.



Each person's "ticket" for the Volleyball Tournament was a donated food item. Approximately 40 staff happily donated almost 300 pounds of non-perishable food.

"The Care and Share staff was excited to have us bring out food especially since no one solicited the donation," Supervisor Brent Lambeth said. "We are still amazed by the willingness of all the staff to help out with this project."

Who won the Volleyball Tournament? Ironically, the Long Term Unit staff took the homemade trophy home.



# The Human Touch

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## Postcards – “Wish you were here!”

We asked two of our new employees to send “postcards” of introduction. Feel free to submit other new employees to send “postcards.” Contact [DLRussell@utah.gov](mailto:DLRussell@utah.gov).

### This month's questions:

What was your first job? Do you have a pet? What was your latest adventure?

#### From:

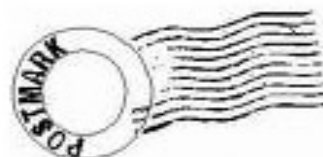
**Tammy Bishop**

**Cedar City, Regional Nurse (a brand new position) DSPD**

**On First Job** - Waitress at a Country Club my 17th summer.

**On Pets – Shiatsu Dog**, “She’s so cute when she tips her head like she is trying to understand what we are saying.”

**On Adventure** – 3 day camping trip in Beaver Canyon last summer



#### To:

**All the great folks in DHS!**

#### From:

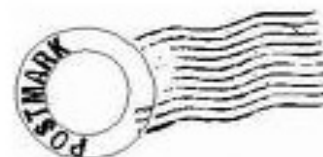
**Amber Leonard**

**Price, Caseworker, DCFS**

**On First Job** – Cashier at Truck Stop in Wellington for five years while getting Bachelor’s degrees.

**On Pets** - I don’t have my own pet, but my husband has hounds that he hunts lions and bears with. On one of our first dates, I went with him lion hunting up by Duchesne. It’s quite exciting when the dogs are all barking at the lion track and he turns them loose and then they are gone after the lion. (It’s also a long, cold walk to find them once there gone.)

**On Adventure** - Trying to sell our house and move into a new one. It’s a process that I’m not sure I ever want to repeat again.



#### To:

**All the great folks in DHS!**

